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## **Module 5**

# **Talking to Clients and Planning Work**

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## Video Segment: Talking to Clients and Planning Work

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— Think about the following points as you view the video

- What are the most important points you see for talking to clients and planning your work?
- What would it take for you to begin doing this in your work?

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## Module 5 Overview

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**— At the end of this module, you will be able to answer the following questions:**

- Do I need to use lead safe work practices?
- How can I communicate information about the associated planning, cost, and time demands to the residents?

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### Planning Ahead

- You should also talk to the residents about why you are performing lead safe work practices and describe what the residents can do to help prevent the spread of dust both before you start the project and while you are working.
- To safely work in homes with lead-based paint, it is essential that you plan a strategy to reduce the creation of dust and contain any dust created. The time invested in these activities will ensure your project is conducted safely with regards to lead dust hazards and expedite the cleanup process.



### What are Your Responsibilities?

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#### — Under federal law, you **MUST**:

- Give residents copies of the pamphlet *Protect Your Family From Lead In Your Home*
- Get confirmation that residents received the pamphlet
- Keep confirmation records for three years

#### — See ***The Lead Pre-Renovation Education Rule*** for confirmation forms and guidance (40 CFR Part 745)

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### Legal Obligations

- Federal law requires contractors to tell occupants about the risks of lead-based paint before non-emergency repair, maintenance, and home renovation work begins. This law applies to all work on surfaces greater than 2 square feet per component. Contractors **MUST**:
  - Give residents a copy of the pamphlet *Protect Your Family From Lead In Your Home* before starting any work.
  - Either have the resident sign an acknowledgement form after receiving the pamphlet or send the resident a copy of the pamphlet via certified mail.
  - Keep copies of the residents' confirmation of receipt of the lead pamphlet or certificate of mailing for three years as documentation of your compliance with the regulations.
- Forms for confirmation of receipt of the lead pamphlet are included in the *Lead Pre-Renovation Education Rule* handbook.
- Copies of both the *Protect Your Family From Lead In Your Home* and the *Lead Pre-Renovation Education Rule* handbook are included in Appendices 2 and 3, respectively. See the handout: *Resources for additional information* that accompanies the exercise later in this lesson for a list of where you can obtain these documents.
- Some states and local governments may have additional requirements for working on homes with lead-based paint. You can periodically check with the National Council of State Legislatures (NCSL) for updates to state laws affecting lead-based paint for all states. The 1999 compilation is located at: <http://www.ncsl.org/programs/ESNR/pblaw99.htm>.

### Talking to Residents About Your Skills



#### — Why are you using lead-safe work practices?

- Keep the house safe
- Protect health of children and pregnant women
- Good professionalism

#### — Why are you qualified to conduct these activities?

- Completed this course
- Use lead-safe tools and supplies
- Experience with lead-safe work practices

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- In addition to any generic communication you have with residents during a renovation, remodeling, or painting job, you must inform them that your work has the potential to create lead dust. The EPA pamphlet *The Lead-Based Paint Pre-Renovation Rule* provides good pointers for talking to clients. You should discuss the following topics with the homeowner prior to beginning any renovation or remodeling job that has a potential to create lead dust:

#### Why are lead safe work practices a good idea?

- Incorporating lead safe work practices into your renovation, remodeling, and painting activities will:
  - Protect children's and workers' health
  - Keep the house safe from increased levels of lead dust
  - Is an example of good professionalism
- Module 1 presented more detailed information on these topics. Also, you can refer to the field guide or to EPA pamphlet *Protect Your Family From Lead in Your Home* for additional information.

#### Why are you qualified to conduct these activities?

- Currently, there are no federal regulations requiring you to be certified or trained in lead safe practices. However, you voluntarily took the time to complete this course because you care about the well-being of your clients and are concerned about protecting the environment and your workers. Through this course, you learned the dangers associated with lead dust, how to identify lead dust, how to plan, set-up, and conduct your work to minimize the distribution of lead dust, and how to clean up afterwards to ensure you did no harm. Your prior experience working with lead-safe work practices also enhances your qualifications.



# Discussing the Work Plan

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## — Discussing the work plan with residents

- What lead safe work practices are planned?
- How will this work affect the residents' use of the house?
- How will you protect the residents' possessions from lead dust contamination?
- What activities will you expect the residents to perform before you begin your work?

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## Discussing the work plan with residents

- In addition to discussing the hazards associated with lead-based paint and lead dust, you should review your plan for lead-safe work practices with the residents. This includes:
  - Outlining the work schedule, highlighting lead safe work practices that will minimize lead dust exposure
  - Describing how you will protect residents' possessions from further lead dust contamination
  - Identifying the activities you expect the residents to perform before you begin your work
- It is much easier to prevent possible problems during set-up than to do extra cleaning afterward. You may want to ask resident(s) to move some items before you begin your work. These include moving any furniture and fixtures out of the work area and storing them away from any work that may create dust. Seal over remaining items with polyethylene protective sheeting where possible. Moving items such as drapes, area rugs, and plants will reduce the potential for contaminating them with lead dust. If the paint in the work area is already deteriorated, you may suggest that the residents clean these items prior to moving them to other areas of the house to minimize the amount of lead dust that is distributed to other areas of the house. If the residents move and clean these items before the renovation work begins, you will not have to worry about being responsible for damaged or lost items.

## MODULE 5 EXERCISE

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**Objectives:** The objective of this exercise is fourfold:

- To evaluate a project's potential to create lead dust and plan your work to minimize the creation and dispersion of this dust.
- To familiarize yourself with the worksheets included in this module and use them to evaluate a potential scenario.
- To discuss ways to talk to clients about lead safe work practices and ensure they are informed about the dangers of lead dust.
- To ensure you understand your requirements related to disseminating information related to lead-based paint.

**Length:** Total Time: 35 minutes - 20 minutes working in groups and 15 minutes discussion

**Directions:** The following exercise presents a scenario that may be similar to situations routinely encountered by you or your company. In groups of three to five (depending on class size), take the next 20 minutes to read over the scenario and answer the questions on the next two pages. Before answering the questions, however, complete the attached worksheet. If you need to make assumptions in order to complete the questions or the worksheet, please be sure to write down your assumptions and include them in your worksheet and answers.

### Background

New property owners have contracted with your company to perform major remodeling work throughout a house constructed in the 1950's. On the main floor, the work consists of remodeling the kitchen (existing dimensions are 12' x 15') and adding a new 15' x 15' sunroom off of the kitchen. This remodeling work includes tearing out existing cabinets, flooring, and a painted wall. Upstairs, the residents have asked you to renovate the half-bath by removing the existing linoleum flooring and sink (porcelain sink attached to the wall with plumbing beneath exposed) and then laying new floor tiles and installing a new sink and cabinet unit. To the best of the residents' knowledge, no major renovation work has been done on the house since it was constructed and the former residents never mentioned lead-based paint.

Although the house is currently vacant, the new owners are planning on moving into the house in the very near future. It is highly likely that they will move in before all of the renovation work has been completed. The new owners are a couple in their early thirties with two children under the age of six, and two pet cats that are kept indoors.

## MODULE 5 EXERCISE

Complete the attached worksheet based on the information provided in the scenario. After completing the worksheet, answer the following questions. At the end of the exercise, you may be asked to share your answers with the class. Be prepared to defend your responses.

1. Was the property constructed prior to 1978 and do you have to utilize lead-safe work practices?
2. Is this a high dust job? If yes, what components could create high dust levels? What special precautions should you take to minimize the hazards associated with high levels of lead dust?
3. How would you schedule the work? When would you perform lead-safe work practices in relation to the other renovation and remodeling work? Why?
4. How did you develop your cost and labor estimates? Will any special tools or equipment be needed for this job?



5. What topics, related to lead dust and lead-safe work practices, should you highlight when discussing the renovation job with the residents? Where could you refer the residents if they ask for additional information?

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# WORKSHEET: EVALUATING THE JOB

1. Was the property constructed prior to 1978? or

If the work area is limited to an addition, was the addition constructed prior to 1978?

**U** If no, you are not required to perform lead safe work practices.

Do you have documentation that the work area has been designed as lead-free by a certified inspector or risk assessor?

Yes \_\_\_\_\_ No \_\_\_\_\_

Yes \_\_\_\_\_ No \_\_\_\_\_

Yes \_\_\_\_\_ No \_\_\_\_\_

2. Will this work disturb painted surfaces or otherwise create or disturb dust that may contain lead?

Is this a high dust job?

**U** If yes, you must take added precautions.

Yes \_\_\_\_\_ No \_\_\_\_\_

Yes \_\_\_\_\_ No \_\_\_\_\_

3. How will the lead activities affect my job?

How much additional time will lead-safe work practices take? See Hours and Cost Calculation aid.

How much will these practices cost? See Materials and Supplies Checklist.

4. What activities should the residents perform before I begin my lead-safe work practices?

**U** Examples include removing draperies, small furniture, and other fixtures from the work area.

Set Up \_\_\_\_\_ hours

Work \_\_\_\_\_ hours

Cleanup \_\_\_\_\_ hours

Labor Cost \$ \_\_\_\_\_

Supplies Cost \$ \_\_\_\_\_

Talk to residents about specific activities

5. Other job related notes

# CHECKLIST: MATERIALS and SUPPLIES

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## Set up Tool Kit

Barriers	Coverings	Other Items
" Rope	" 4-6 mil protective sheeting	" Tack pad
" Tape (bright color preferable)	" Disposable mesh (e.g., burlap, cheesecloth, landscaping mesh)	" Small disposable towels or wipes
" Saw horses	" Stapler	" Misting bottle
" Orange cones or other similar marker	" Tape (duct, painters, or masking)	
	" Utility knife or scissors	

## Safe Work Practices Tool Kit

		Specialized Tools
" Wet/dry sandpaper or sanding sponge	" 4-6 mil protective sheeting	" HEPA exhaust attachments for power tools (sanders, grinders, planers, shavers)
" Mist bottle or pump sprayer	" Tape (duct, painters, or masking)	" Power washing equipment
" Chemical stripper	" Utility knife or scissors	" Needle gun with HEPA exhaust
" Heat gun	" Heavy duty garbage bags	
	" Vacuum with HEPA filter	

## Personal Protection Equipment (PPE) Tool Kit

				Additional Items to Consider	
"	Painter's hats	"	N-100 disposable respirators or equivalent	"	First aid kit
"	Gloves	"	Pre-moistened disposable wipes	"	Safety glasses
"	Coveralls	"	Disposable hand towels (e.g., paper towels)	"	Ear protection (when using power tools)
"	Disposable shoe covers				

## Clean Up Tool Kit

"	Misting bottle	"	Detergent	"	Pump sprayer
"	Vacuum with HEPA filter	"	Two buckets or two-sided bucket	"	Shovel and rake
"	Heavy duty garbage bags	"	Mop with disposable heads		
"	Tape (duct)	"	Disposable hand towels (e.g., paper towels)		

## Hours and Cost Calculation

	Set up	Work	Clean up	Total
Labor Hours (total)				
Labor Cost (total)	\$	\$	\$	\$
Supplies	\$	\$	\$	\$
<b>Total</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>

# RESOURCES FOR ADDITIONAL INFORMATION

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## Where can I get copies of the *Protect Your Family From Lead in Your Home* pamphlet?

Download electronic copies at: [www.epa.gov/lead](http://www.epa.gov/lead)

- U Use camera-ready copies from the National Lead Information Center to reproduce the pamphlet, providing that you reproduce the text and graphics in full: 1-(800) 424-LEAD (5323).
- U Order bulk copies from the Government Printing Office (GPO) which cost \$26.00 for a package of 50 pamphlets: (202) 512-1800; refer to the pamphlet by name or by GPO Stock Number 055-000-00507-9.

## Where can I get copies of *The Lead-Based Paint Pre-Renovation Education Rule* handbook?

Download electronic copies of the interim edition (June 1999) in PDF format at <http://www.epa.gov/lead/leadrenf.htm>.

- U Contact the National Lead Information Center at: 1-(800) 424-LEAD (5323)

## Where can I find additional information and resources related to lead-based paint?

- U Lead Information Center: 1-800-424-LEAD (5323)
- U EPA's Office of Pollution Prevention and Toxics (OPPT): [www.epa.gov/lead](http://www.epa.gov/lead) 202-260-3810
- U HUD's Office of Lead Hazard Control: [www.hud.gov/offices/lead](http://www.hud.gov/offices/lead) 202-755-1785



### Why Evaluate the Job for Lead?

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- Reduce your potential liability from lead dust
- Incorporate lead activities into your work schedule
- Use lead-safe work practices
- Have the right materials and equipment
- Include the cost of lead-safe work practices
- Discuss occupant protection with residents
- OSHA regulations require employers to determine if employees will be exposed

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### Why Evaluate Your Job

- There are a number of reasons why you should determine if your job will create lead dust prior to starting to work. These include:
  - Ensuring your activities will not create additional hazards or potential liabilities from lead dust.
  - Including lead dust control activities in your work schedule.
  - Using appropriate lead safe work practices.
  - Having materials and equipment on hand to safely manage lead dust, minimize the amount of dust created, and reduce the potential for spreading dust to other parts of the dwelling or surrounding area.
  - Accurately estimating the costs of the additional time, labor, and supplies needed to perform lead-safe work practices.
  - Making sure that this is a job you want to go into.
  - Developing a list of issues and preparing to discuss them with owners and occupants.
- It is a good idea to discuss lead-based paint, lead dust, and occupant protection with the residents before beginning the work. This allows you to sell this service to the residents and positively distinguish yourself from the competition.
- See the Field Guide pp. 11, 75, and 76.



### Evaluating the Property

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- **Was the residential building constructed before 1978?**
  - If yes, take proper action and use lead-safe work practices
  - If no, you do not have to worry about lead dust.
- **How can I get this information?**
  - Ask the resident for tax records or other documentation
- **Has the paint been tested for lead?**
  - If yes, collect documentation of what and where

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### Was the property constructed prior to 1978?

- The majority of buildings constructed before 1978, especially those constructed prior to 1960, contain some lead-based paint. Unless otherwise documented, you should always assume that painted surfaces from pre-1978 houses include lead-based paint and that all dust generated from these surfaces may contain lead. Although the amount of lead-based paint found in homes varies, older dwellings typically contain higher concentrations of lead paint. For pre-1950 properties, you should assume that lead-based paint is present on most painted surfaces. Some localities may have restricted lead paint prior to 1978.
- **What is the age of the property?** If the property was constructed after 1978, you do not need to worry about performing lead safe work practices. The resident should be your first source for this information. They can get information on the age of the property from tax records or property deeds.
- **Has any prior renovation work been done?** If all of your work will be conducted in a dwelling constructed or renovated after 1978, you do not need to utilize lead-safe work practices, even if the rest of the property was built earlier. You should ask the resident for this information. If the resident does not know if or when renovation work was conducted, and the property was constructed prior to 1978, you should assume all paint surfaces contain lead-based paint.
- **Has a lead evaluation been conducted?** Lead evaluations cover a range of activities that test for lead-based paint. If the resident has documentation that a certified inspector or risk assessor performed a lead evaluation and found that no lead-based paint is present in the work area, you do not have to utilize lead safe work practices, regardless of the age of the property.



### Evaluating the Work

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#### — Will this job:

- Disturb painted surfaces?
- Otherwise create or disturb lead dust?

#### — If yes, take proper precautions:

- Set-up
- Work practices
- Clean up

#### — Will this job create high levels of dust?

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### **Will the work disturb painted surfaces, or create / disturb dust that may contain lead?**

- All renovation, remodeling, and painting activities that disturb painted areas, including scraping paint, removing siding, replacing windows, will create some dust. Additionally, some areas, such as window troughs and loose areas near a building's foundation, typically accumulate dust and paint chips. You must consider these factors when approaching the job and develop an appropriate plan to deal with the potential lead dust. If your work will NOT disturb ANY painted surfaces or areas where lead dust can accumulate, you do not have to use lead-safe work practices.

### **What precautions are needed?**

- The amount of dust created is directly related to the size of the work area, condition of the structure, and tools, materials, and dust control methods used. Previous modules presented descriptions of the necessary precautions you should take while setting up the work areas, performing renovation, remodeling, or painting activities, and cleaning up.

### **If the job will disturb paint surfaces, will it create high dust that will cause you to take extra precautions?**

- As highlighted in previous modules, some projects create more dust than others. Major renovation work, such as demolition, or removing old paneling, siding, windows, or wall-to-wall carpeting, can create high dust levels. Additionally, surfaces with deteriorated or chipped paint are more likely to generate high levels of dust than intact surfaces. The level of dust a job will create directly affects other parts of your job, including the materials and equipment required, precautions taken during set up, and the control methods used.





### Scheduling Work

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#### — How will I schedule lead-safe work practices?

- Minimize hassle to residents
- Limit the size of the work area
- Minimize labor costs


#### — Take high dust jobs into account

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### How will I schedule the lead safe work practices?

- When scheduling lead safe work practices, you should keep three goals in mind:
  - Minimize the hassle to the residents
  - Limit the size of the work area
  - Minimize extra labor costs
- In most cases, it is preferable to complete lead hazard control activities before beginning other renovation, remodeling, or painting activities. This will minimize the possibility of distributing lead dust outside of the work area. This may also allow most of your work to be done using traditional methods - without the precautions necessary when working with lead-based paint - thereby simplifying the coordination of other project-related activities. It would also minimize the hassle to the residents by reducing the areas of the house they should not enter because lead dust activities are taking place.
- For large projects, it may make more sense to conduct lead safe practices at the beginning of each phase of the project. For example, if you are renovating all of the bathrooms in a house, you may work in one bathroom at a time. In this case, it makes sense to perform lead-safe work practices at the beginning of each individual renovation activity as opposed to at the beginning of the entire job.
- NIOSH and OSHA will have data for the level of dust generated by jobs. These will vary from job to job. You need to use your experience and common sense to determine which jobs are high dust jobs.



### Evaluating the Effects on Your Job

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- **How much extra time will the lead-safe work practices take?**
  - Talking with client
  - Set-up
  - Work
  - Clean up
- **What elements of the job can increase costs?**
  - Labor
  - Supplies (see checklist)

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### How will the lead activities affect my job?

#### How much extra time will the lead-safe work practices take?

- This question only applies to the portion of the renovation, remodeling, or painting job dealing with lead-safe work practices. These activities will affect both worker and resident access to areas of the house where the work is taking place. The length of time the lead-safe practices requires could significantly affect the scheduling of other activities throughout the house. It is important to estimate the extra time associated with each phase of the lead-safe work practices when you are planning the project and developing cost estimates. Talking with the client and educating the client about lead-safe practices will also take up time.

#### What are the extra costs?

- The cost of lead-safe work practices and lead dust control techniques will vary depending on the project's size, scope, and scheduling. You should consider the following factors when developing a cost estimate:
  - Extra labor costs associated with performing the activities
  - Extra supplies needed
- To ensure you have the necessary materials on hand at the beginning of a project, it is helpful to review the checklist of supplies and materials listed on the back of the worksheet. This list includes supplies that will typically be used on all jobs as well as specialized materials and supplies that may be required only under unique circumstances. All of the materials and tools in this checklist have been discussed in previous modules.